

We engaged Job Done services to re-tile our en-suite bathroom and re-fit the bespoke shower door. The work was carried out in January 2022 and was finished to an unacceptable standard – see the list of faults below, supported by the photographs and video. The tiling was carried out by Clive Augustus, with the help of his son who cut the tiles. Clive's working style was erratic to say the least, for example he initially forgot to use the mosaics we had purchased (and had made him aware of on the first day of work), he boarded in the electrics for the heated mirror which he had previously removed, he didn't check the voltage of the fan that we had agreed he would replace so bought a fan of a different voltage and ended up having to remove the transformer located in the loft, the shower door was re-fitted so badly that it is now unusable because it leaks extensively from the door and side panels. Clive ended up having to remove and re-fit so many tiles that he ran out and we had to buy another square metre in addition to the 12 square metres he had originally estimated (which should have been more than adequate for the size of the bathroom). When questioned about the recessed mosaics and having to buy more tiles, his manner was confrontational, for example he insisted that the recessed mosaics was standard practice and we were in the wrong when this is clearly not the case. Overall, this was a bad experience, we are significantly out of pocket, and I don't believe that Clive is capable of fixing the problems he has caused. We offered Clive the opportunity of using his tiler to fix the problems but he declined and said that we would have to find a tiler ourselves. We have now done this and the opinion of the other tiler is that the work will have to be done again from scratch. We believe this opinion is supported by the snag list below and the photographic/video evidence. We would certainly not recommend Job Done Services and will never use them again.

The faults include:

- Several tiles that do not sit flat.
- Two cracked tiles.
- The mosaic tiles are not only not flush, they are not flat.
- Inconsistent spacing between tiles.
- Some grouting is already discolouring even though we have not used the shower which indicates that it has not been grouted properly.
- Tapping the tiles suggests uneven application of adhesive.
- The tile has been incorrectly cut for the shaver socket.
- The mirror has been re-fitted in a different position to its original location and is now too high.
- It is not possible to change the bulb in the ceiling light fitting without removing the shower rail.
- The glass shower door leaks extensively, doesn't line up and the sealant is messy and unsightly.
- The threshold strip has not been fitted.
- The extractor fan has been mounted on its side.
- The floor, existing fittings and shower tray were not protected during the works and have been scratched.